



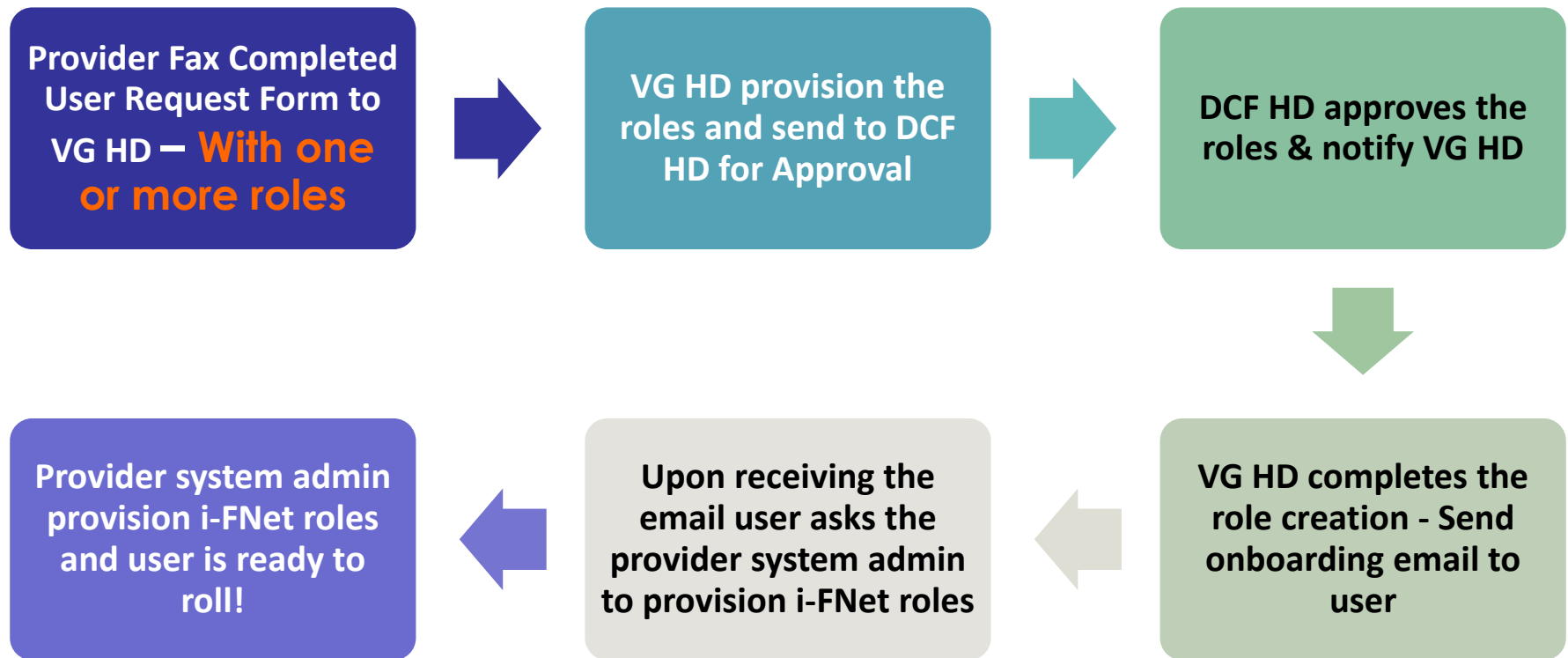
i-FamilyNet User Management: Upcoming Changes

01/22/2017

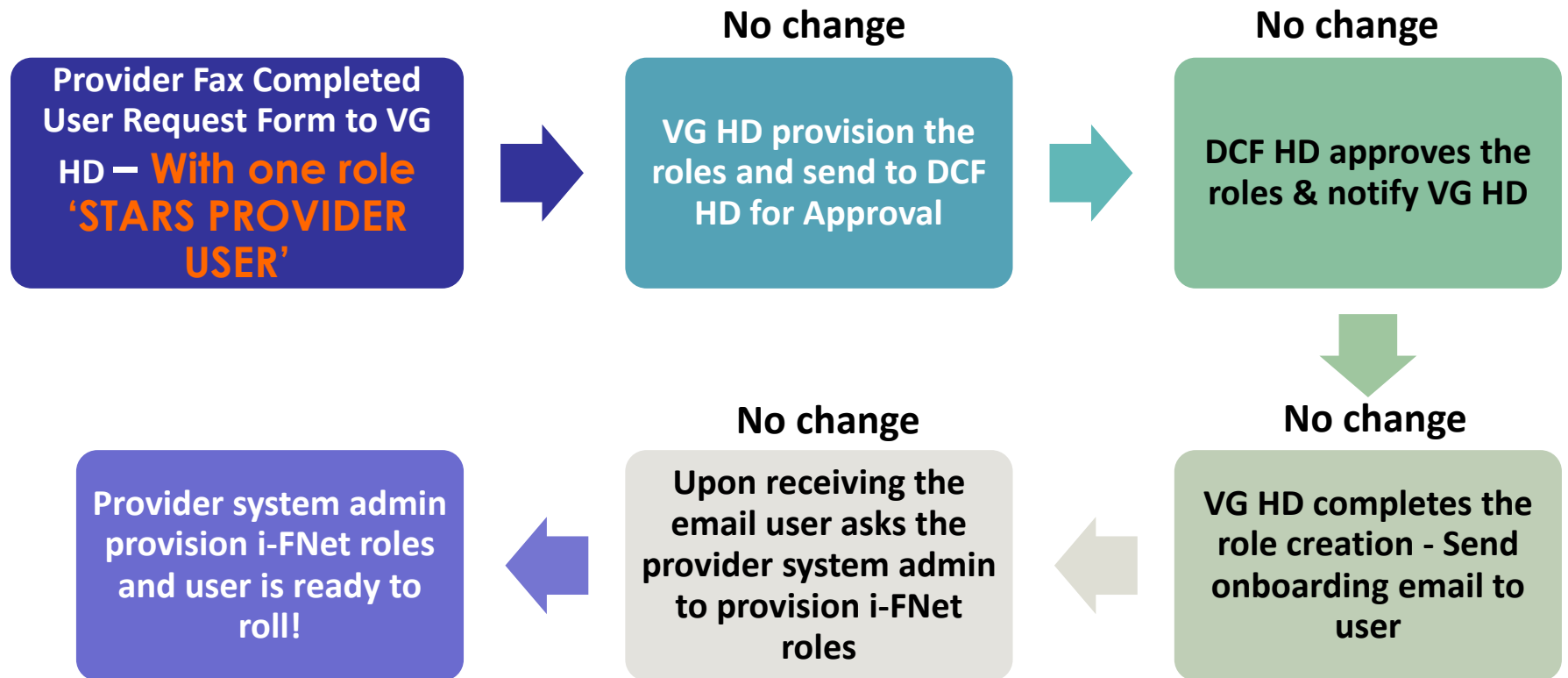
Background

- DCF partner Providers use i-FamilyNet to document CANS, Treatment Plans/Progress, Activity Delivery, Critical Incidents, Family Resources and Cases.
- Users require a Virtual Gateway role, requested through a URF and an i-FamilyNet role assigned by provider agency System Administrator.
- Virtual Gateway upgrading to new security infrastructure.
- i-FamilyNet is changing to allow provider agencies better management of i-FamilyNet user roles in combination with a single Virtual Gateway role.

Current Workflow



Proposed Workflow



**i-Family Net
User Request Form (URF)**

PLEASE SUBMIT ONE FORM PER EMAIL

PHONE 800-421-0938
TTY 617-847-6578

U
C
C
U
O
Z

<http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html>

New User Request Form (URF) to be used from January 23rd, 2016



New User Request & Account Modification Form for Virtual Gateway Access (MUST TYPE INFORMATION DIRECTLY INTO FORM)

DCF i-FamilyNet User Request Form (URF) (MUST TYPE INFORMATION DIRECTLY INTO FORM)

1. All non-HIE needs are required.
 2. Fill in form, place an "X" in the column with the requested role.
 3. Save document as YourOrganizationName_MMDDYY
 4. Email completed form to:
VirtualGatewayHelpDeskFaxes@massmail.state.ma.us
- PLEASE SUBMIT ONE FORM PER EMAIL**

Questions? Call EOHHS Virtual Gateway Customer Service
PHONE 800-421-0938
TTY 617-847-6578

Existing VG ID	First Name	MI	Last Name	4-Digit PIN** (Personnel Identification Number)	MMDD of Birth	Work E-mail Address	Work Phone #	Provider Role	DCF Role **DCF USE ONLY**		Check One					
								STARS_Provider_User	STARS_DCF_User	ENSL_DCF_GOV_USER	New User	Modify Existing User	Deactivate Existing User from i-Family Net	Deactivate Existing User from the Virtual Gateway		

New URF can be downloaded from



<http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html>

Application Changes

- More than one role can be assigned to same user.
 - New Add-On roles introduced
 - Users can be given a main role and additional Add-On roles.
- Following are the new roles introduced in i-FamilyNet:
 - Acute Care Clinician
 - Consumer Assignment Manager
 - Domestic Violence Specialist
 - System Administrator
 - **Access Administrator – 1 Person per agency**

Application Rollout Schedule

- Provider agency users should not operate i-FamilyNet on Sunday January 22nd 2017.
- Application changes will be available from Monday January 23, 2017.
- User role changes that align with new security model will be completed on Monday January 23, 2017

Operational Changes

- Old URF will be invalid from Thursday January 20th , 2017
- No New User Requests will be processed Tuesday January 17-Friday 20, 2017
- URF in new format will be available from Monday January 23rd 2017
- New URF can be downloaded from <http://www.mass.gov/eohhs/provider/training-and-edu/vg/user-request-forms.html>
- Old URFs will not be accepted by Virtual Gateway Help Desk from March 1st, 2017

Questions

- Please contact your DCF planner.
or
- Contact EHS IT Service Center at 617.994.5050
(Monday through Friday: 6AM – Midnight)